



# Presentation to IT Directional Meeting

August 8, 2007

Pioneer Room, State Capitol

# Agenda

1. Video Scheduling – Lisa Feldner
2. Large Project Update – Nancy Walz
3. Legislative Update – Nancy Walz
4. Business Intelligence Update – Nancy Walz
5. Customer Survey – Gary Vetter
6. SharePoint – Kevin Nosbusch
7. IVR Replacement – Vern Welder
8. Software Development Update – Vern Welder
9. Windows Vista Research Testing/Development Update – Vern Welder/Dean Glatt
10. Mainframe Migration – Vern Welder
11. Wireless & VOIP Update – Jerry Fossum
12. Security/Rates Update – Dan Sipes





Lisa Feldner, CIO



**VIDEO**  
AT VIDEO  
**SCHEDULING**  
2 SCHEDULING



Nancy Walz, Director  
Policy & Planning Division



**LARGE  
PROJECT  
UPDATE**

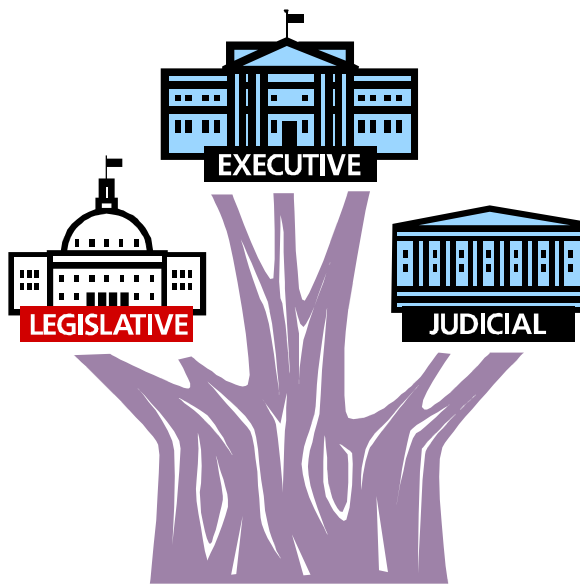
## IT Projects Funded in the 2007 Legislative Session

### Project Summary (Excluding ITD Billing for Agency Projects)

- 5 over \$5,000,000 for a total of \$59,060,775
- 24 over \$250,000 and < \$5,000,000 for a total of \$28,795,568
- 13 over \$100,000 and < \$250,000 for a total of \$1,930,974
- 22 < \$100,000 for a total of \$644,444
  
- **64 Total Projects for \$90,431,761**
- **Plus over \$23 million in carryover funds**
- **This compares to \$67 million for 05-07**

- Primavera selected
- WSI, DOT, JSND, DHS, AG and ITD implementing
- Plan will include implementation of shared infrastructure, common interfaces and training
- Agencies will be responsible for their unique roll out activities

# Nancy Walz, Director Policy & Planning Division



**LEGISLATIVE**  
**UPDATE**

# HB 1021

- ITD's appropriation bill
- Statewide longitudinal data system committee created
- Health information technology steering committee created
- Included the legislative and judicial branches in large project oversight

# SB 2037

- Clarified the role of ITD in large project oversight to match current practice
- Changed large project definition to “over \$250,000 for state agencies
- Gave ITD authority to request information on projects between \$100,000 and \$250,0000
- Moved some reporting requirements from the ITD annual report to the statewide IT plan.
- Contractor background checks allowed (also in SB 2260)
- Exempted CJIS records from open records and gave the Board authority to set access policies

## SB 2038

- Clarified the role of the SITAC and the prioritization process to match current practice
- “Advisory committee” appointed by ITD replaced with SITAC

# SB 2260

- Background checks expanded to IT contractors
- ITD is developing internal policies before expanding to other agencies

**54-59-20. Security background information.** The chief information officer shall require as a condition of employment with the department that individuals who have unescorted physical access to the facilities or other security sensitive areas of the department designated by the chief information officer submit to a criminal history record check in accordance with section 12-60-24. **The chief information officer may require as a condition of contracting with the department or other state agency or department with respect to an information technology project that any individual employed by the contractor or a subcontractor to perform the work under the contract submit to a criminal history record check in accordance with section 12-60-24.**



Nancy Walz, Director  
Policy & Planning Division



# BUSINESS INTELLIGENCE UPDATE

# Business Intelligence

- 2 FTE – readvertised
- Pursuing state contracts with Cognos and SAS
- Informatica purchased for the MMIS project
- Cognos infrastructure being implemented for DHS and will be available as a shared service to other agencies
- Working with SAS to (hopefully) share existing infrastructure

# Enterprise Architecture

- Studies underway
  - Secure email – RFP
  - Web content management – RFI
- Future states will be updated to set direction for 2009-2011
- If you are interested in participating, contact Jeff Swank – 328-1994



Gary Vetter, Director  
Customer Services Division



**CUSTOMER**  
SURVEY

# Customer Survey



- Helps align ITD services with business requirements
- This year:
  - Expanded participation
  - Made it quick and easy to respond
  - Asked direct questions

# Customer Survey



State of North Dakota  
Information Technology Department  
2007 Customer Survey

## Key Performance Indicators

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree



*Average Respondents: 130*

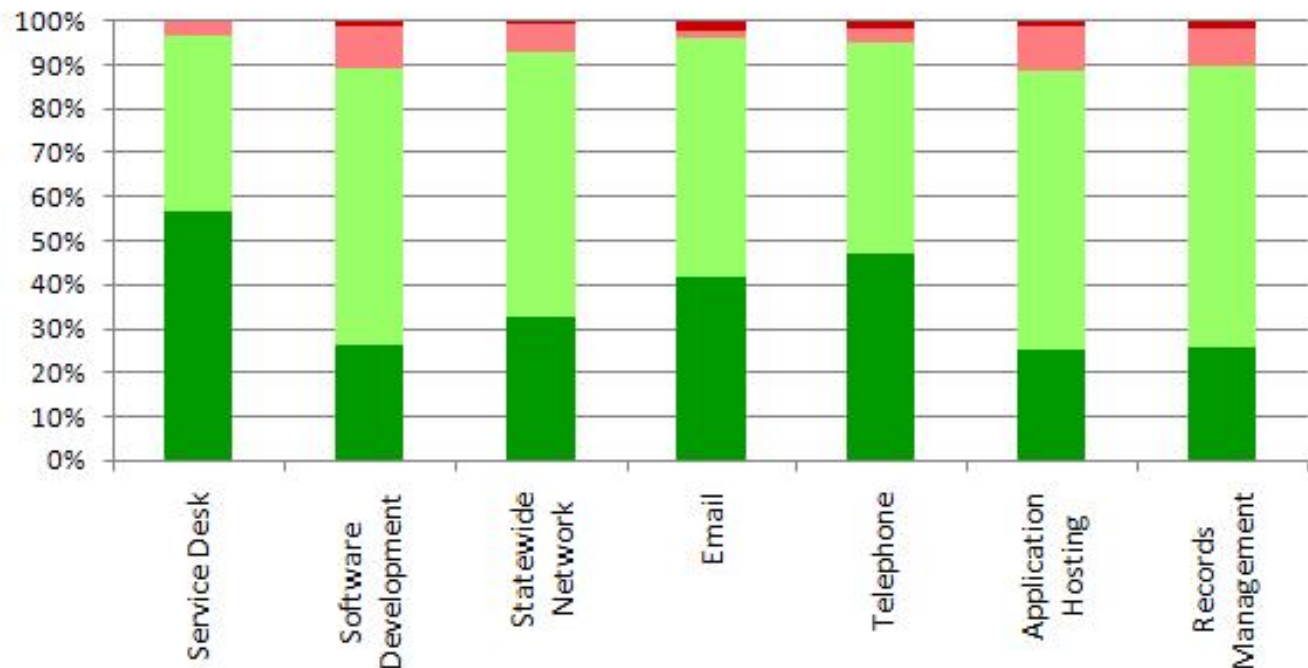
# Customer Survey



State of North Dakota  
Information Technology Department  
2007 Customer Survey

## Overall Services

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied



Average Respondents: 117

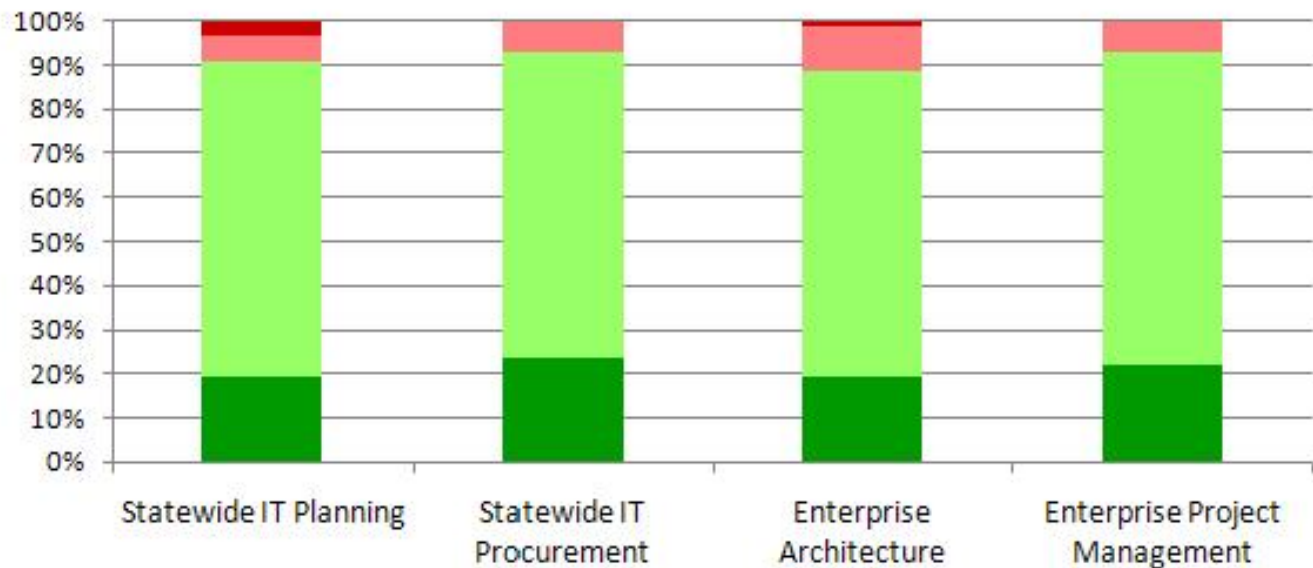
# Customer Survey



State of North Dakota  
Information Technology Department  
2007 Customer Survey

## Overall Coordination and Oversight

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied



*Average Respondents: 92*

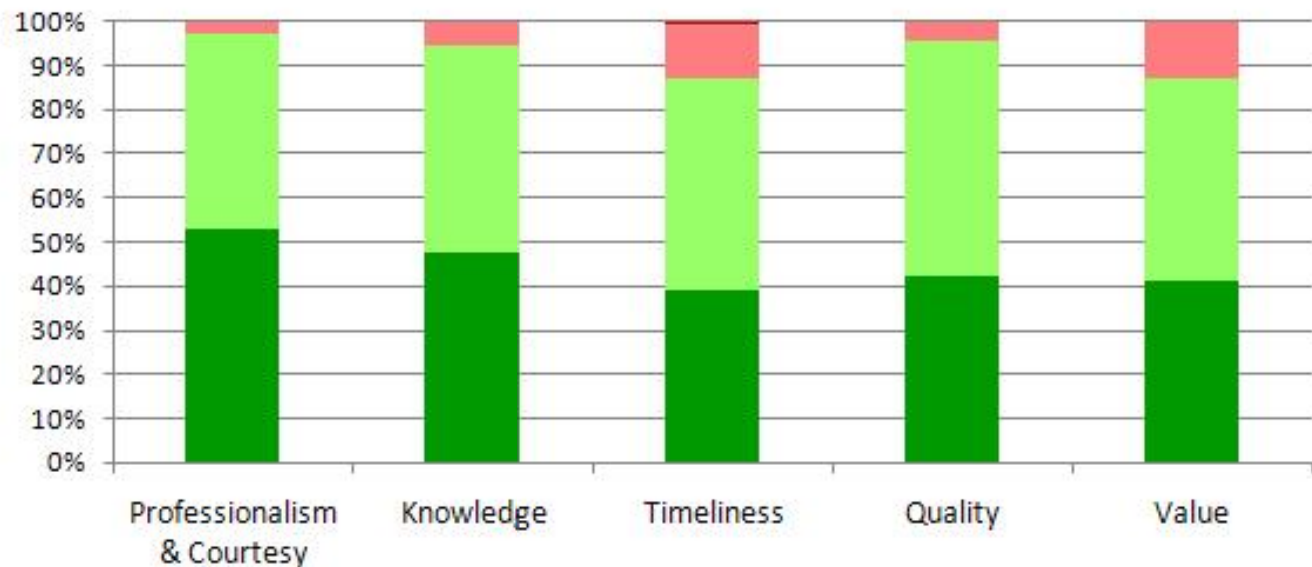
# Customer Survey



State of North Dakota  
Information Technology Department  
2007 Customer Survey

## Overall Attributes

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied



Average Respondents: 136

# Customer Survey



- Detailed results will be posted on ITD's website ([nd.gov/itd](http://nd.gov/itd))
- Feedback will be used to drive long-term improvements
- **THANK YOU** for participating!



Kevin Nosbusch  
SharePoint Product Manager

**SHAREPOINT**

# SharePoint

- Piloting the concept of a Product Manager
  - Act as the “Public Face” or single point of contact for a product
  - Consult with agencies on deployment options, configuration, etc.
  - Educate on and promote the product’s business value
  - Monitor service for continuous improvement

# SharePoint

- Windows SharePoint Services (WSS)
  - Add on to Windows Server 2003
  - Core of the collaboration environment
    - Sites and Workspaces
    - Libraries
    - Introductory workflow
    - Web parts
  - No MS licensing required

# SharePoint

## ➤ MS Office SharePoint Server (MOSS)

- Extends WSS to include...
  - Portal functionality, including personal portals
  - Enterprise search
  - Content Management (DM, WCM, & RM)
  - Extended workflows
  - InfoPath Forms Server
  - Business Intelligence (Business Data Catalog, Excel Services, Digital Dashboards, etc.)
- MS licensing required

# SharePoint

## ➤ ITD's SharePoint Service

- Test and Production environments are ready for both WSS and MOSS Enterprise
- WSS environment
  - No licensing fees
  - \$3.75 per user, per month
- MOSS Enterprise environment
  - \$155.00 per user licensing fee
  - \$14.00 per user, per month

# SharePoint

## ➤ ITD's SharePoint Service

### ➤ For more information

➤ Kevin Nosbusch; 328-3255

➤ <http://www.nd.gov/itd/hosting/sharepoint>

➤ General SharePoint information

➤ ITD Service information

➤ Planning-Training resources

➤ Etc.



Vern Welder, Director  
Software Development Division

# INTERACTIVE VOICE RESPONSE (IVR) SYSTEM REPLACEMENT

# IVR Replacement

## ➤ Why

- Current IVR System has been unreliable
- Vendor response issues
- Our resident expert left employment with ITD
- Current hardware is at end of life

# IVR Replacement

- Work Completed to-date
  - Nortel IVR solution has been selected and purchased
  - Two developers are trained to develop Nortel IVR applications
  - Installation is tentatively scheduled to start on August 20th

# IVR Replacement

## ➤ Next Steps

- Administrator training
- Game and Fish is the pilot agency
- All current applications need to be replaced
  - ❖ Cost estimates will be re-done
  - ❖ ITD will work with customers to schedule re-write work
- ❖ Future applications



Vern Welder, Director  
Software Development Division

**SOFTWARE  
DEVELOPMENT  
UPDATE**

# Software Development Update

## ➤ Project Staffing

### ■ Status Report

- ❖ 22 Unfilled Software Development Positions
- ❖ Since March 2007
  - Advertised 5 times
  - Filled 5 positions

# Software Development Update

## ➤ Project Staffing

### ■ Status Report

#### ❖ Why

- Less people in the IT market
  - Fewer students selecting IT as a career
  - Companies are fiscally stronger – affording new projects
  - Retirements

# Software Development Update

## ➤ Project Staffing

### ■ Status Report

#### ❖ Why

- We can't afford to hire many of the applicants

#### ❖ How are we staffing projects

- Use ITD resources to lead projects
- Vendor Pool (currently 13 contractors on staff)



Vern Welder/Dean Glatt  
SWD & Computer Systems Division



**WINDOWS VISTA  
RESEARCH  
TESTING/DEVELOPMENT  
UPDATE**

## ➤ Development Tool Research Project

### ■ Phase 1

- ❖ Determine how applications we deploy will behave on Vista
- ❖ PowerBuilder, All Fusion:Gen, Lotus Notes, .Net, MS-Office, MS-Access, FileNet

## ➤ Development Tool Research Project

### ■ Phase 2

- ❖ Determine how Vista application development tools will work
- ❖ RAD, WID, PowerDesigner, XMLSpy, SQL tools, SQLNet, Crystal Reports, LDAP Browser, FTP, AllFusion Gen, Blaze Advisor, Visual C++, Lotus Notes, Lotus Notes

## ➤ Development Tool Research Project

### ■ Phase 2 (cont.)

- ❖ Developers Kit (Team Studio), Version Control tools, SeeBeyond, Mercury Load Runner, VNC, Softera LDAP Browser, Extra (Attachmate), Text Editors, Visual Studio, Dreamweaver, Homesite, Photoshop, Illustrator, Acrobat, FileNet, tools, Teleform, Liquid Office, Graham Charting, Segue – Silk Test, PrintKey 2000, Office 2003, Office 2007

## ➤ Development Tool Research Project

### ■ Outcome

- ❖ Document and share issues and resolutions
- ❖ Plan for smooth transition



Vern Welder/Dean Glatt  
SWD & Computer Systems Division



**WINDOWS VISTA  
RESEARCH  
TESTING/DEVELOPMENT  
UPDATE**

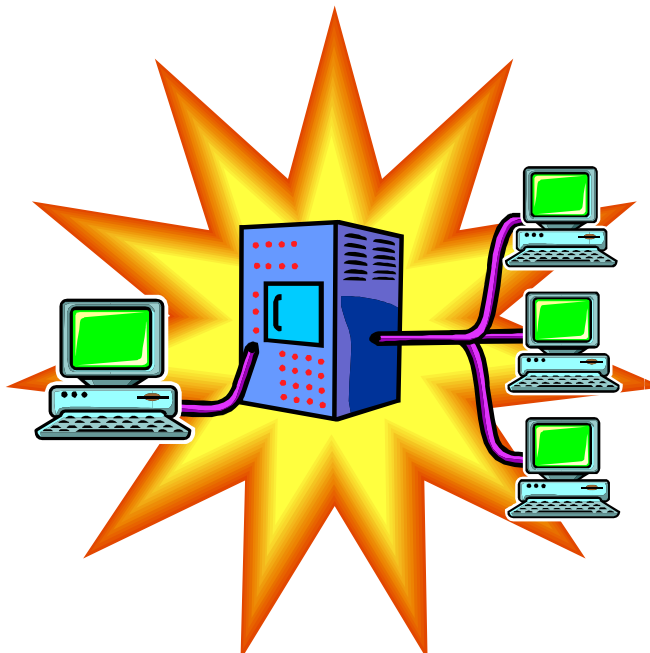
- **Instant Messaging**
- **HEAT**
- **Active Directory Users and Computers**
- **Attachmate**
- **Printing**
- **VPN client**

# Other Issues with Vista

- Training
- Downgrade Rights
- Hardware Configurations
- Recommendations
  - Deployment in Summer 2008
  - EA Desktop Domain Team



Vern Welder, Director  
Software Development Division



**MAINFRAME  
MIGRATION**

# Mainframe Migration

## ➤ Development Environment

- ❖ Replicates what we have on the mainframe
- ❖ Components
  - Microfocus COBOL
  - Natural for Windows
  - SubVersion (version control)
  - Customized menus (Replace TSO)

# Mainframe Migration

## ➤ Development Environment

### ❖ Training

- Developers are trained as their applications go live
- Customers are trained with our developers

## ➤ Phase 1 Go-Live



Jerry Fossum, Director  
Telecommunications Division



**WIRELESS &  
VOIP  
UPDATE**

# Wireless Update

- Access
  - STAGEnet Member – Allows Access to the State Using Active Directory Account
  - STAGEnet Guest – Internet Access Only
- The Capitol Tower & JWing will be Completed Without Charge to Agencies.

# Wireless Update

## ➤ Cost

- \$750/Access Point
- Wiring Not Included
- New Devices Will Be Charged

# VoIP Update

- 500 (5%) VoIP Phones Have Been put in Place
- The 1<sup>st</sup> Phase of Carrying Long Distance Traffic over STAGEnet has Begun.



Dan Sipes, Director  
Administrative Services Division



**SECURITY / RATE  
UPDATE**



# Rate/Microsoft Update

## ➤ Rates

- Contact Greg Hoffman (84006) with any questions on new rates
- Long distance between Stagenet endpoints now on VOIP

## ➤ Microsoft Enterprise Contract

- Meeting scheduled for September 13<sup>th</sup>
- Component Enrollments (by agency)
- Platform Enrollments (tied to ITD's platform enrollment)
- Enrollments are not co-terminus with the Select Enrollments

# Security Update

## ➤ SAS70 Audit

- State Auditor's Office is beginning work on the SAS70 Audit

## ➤ SpySweeper Software

- Migrating from SpySweeper to Symantec Client Security
- Will contact agencies using SpySweeper to see if they want to continue to pay for their SpySweeper Clients/Infrastructure

## ➤ ITD Physical Security

- Visitors gain access via an intercom system by each door
- Visitors are asked to sign-in and wear an ITD Visitor Badge
- Visitors are asked to sign-out and return the badge when leaving

# Thank you!

